






**Mayor's Action Center**  
Service Level Attainment Compliance  
July 2009

| Service Level Agreement | Target Performance                           | Current Performance   |                                   |
|-------------------------|--|---|-----------------------------------|
| Speed to Answer Calls   | < :20  |  | In Compliance with Service Levels |
| Abandon Rate            | < 5%   |  | In Compliance with Service Levels |
| Time on Call            | < 2:30                                       |  | In Compliance with Service Levels |
| After Call Work         | < :40  |  | In Compliance with Service Levels |
| Outbound Calls          | > = 3,000 Outbound Calls for Service Closure |  | In Compliance with Service Levels |